

Research Reports

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Why Fall 2003 Freshmen Left Boise State University And Whether They Plan to Return

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ABSTRACT

In this study, new full-time freshman who enrolled in fall 2003 but did not return for the fall 2004 term were contacted by phone and asked about the reasons for their non-enrollment. The following were most often selected as major factors for not returning:

- Didn't have the money to return (21%)
- Job responsibilities interfered with schooling (16%)
- Family responsibilities interfered with schooling (13%)
- Commuting and parking were too difficult (13%)
- Student or family experienced health problems (13%)

Further analysis indicated that younger students had some different reasons for not returning compared to older students. Females also differed from males in this regard. Finally, students with lower first semester grade point averages (GPAs) had different reasons for not re-enrolling compared to students who attained 3.0 GPAs or better.

Most students (58%) who were contacted were working and not attending another school, though a third were enrolled at another institution. Almost everyone intended on returning to school, and Boise State was their top choice when they did finally return. Most planned to return within the year.

Students also had a number of suggestions for reducing attrition and improving the university in general. A number of students had difficulty finding their way through the many financial aid regulations and would have liked more advice in this area. They also wanted smaller classes and a greater selection of classes. Some took a math course on-line and wanted a different way to learn this material. Others wanted more contact from their advisors. Finally, students wanted parking to be "fixed."

Why Fall 2003 Freshmen Left Boise State University And Whether They Plan to Return

In the Fall of 2003, 1,333 full-time first-time-in-college students came to Boise State. One year later, 38% had not re-enrolled. What happened to them? We know that about 8% of the original group had not returned because of academic dismissals. To uncover what happened to the rest, McFain and Associates were contracted to conduct a phone survey of 435 former students. After making at least 10 calls to each former student on the list, they were able to complete surveys on 180 or 42% of the original group.

The main difficulty reaching former students was non-working phone numbers or the person we were seeking was not at that number (33% of the total). In addition, 47 people (or 11%) refused to respond to the phone survey. However, no differences based on gender, ethnicity, or age were found between respondents and non-respondents to the survey. Most respondents (62.5%) were over 20. About half had a first semester GPA of less than 2.0, while 26% had GPAs in the 2.0-2.99 range, and 23% had GPAs above 3.0. A majority (55%) were female.

Reasons for Not Returning

On the survey, students were given a series of reasons for possibly not returning to Boise State University and asked to indicate if the reason played no role in their decision not to return, a minor role in their decision, a role but not a *major* determining factor, or if it was a major factor in their decision not to return. The list of reasons was given in random order to ensure that responses were not affected by where they were placed on the list.

Table 1 lists all the reasons along with the percentage of respondents who selected each response. The following were most often selected as major factors for not returning:

- Didn't have the money to return (21%)
- Job responsibilities interfered with schooling (16%)
- Family responsibilities interfered with schooling (13%)
- Commuting and parking were too difficult (13%)
- Student or family experienced health problems (13%)

The survey also contained several follow-up questions. If students indicated that a difficult course was a reason for their departure, they were asked if there were any particular classes that they were thinking of. However, few students indicated that having difficulty with their courses was a main reason for not returning, and only eight (8) students named other courses. Math courses were mentioned three times, though not the same course in every instance. Accounting 205 was mentioned twice. No other courses were mentioned more than once.

In addition, the former students were asked if they had other reasons for not returning, and 114 or 63% said that they did. Their reasons are listed in Appendix A coded by topic. The largest number of reasons fell under the category of "Personal" and most involved having a baby. Money was again mentioned as a reason by a number of former students. The third major category was labeled "Location" and involved moving for most students, though for several students "location" meant that they wanted to go to a school with more of a college atmosphere.

Comparisons of the ratings were made based on GPA (under 2.0, 2.0-2.99, and 3.00 up), age (under 20, 20 and up), and sex (male, female). The average was calculated by assigning a “0” if students mentioned the reason was not a factor at all, “1” if the reason played a minor role in deciding to leave, “2” if the reason was a factor but not a major determining factor in deciding to leave, and “3” if students indicated it was a major factor in deciding to leave. Thus, the higher the average, the more that reason was a factor in leaving. Results by GPA can be found in Table 2. Table 3 lists results by age, while Table 4 contains results by sex.

Students who had first semester grade point averages below 2.0 were more likely to indicate the following were reasons for their departure:

- Wanted to get more work experience
- Job responsibilities interfered with schooling
- Family responsibilities interfered with schooling
- College wasn’t what I expected it to be
- I or my family experienced emotional problems

Students with GPAs below 3.0 were more likely to indicate these were reasons for departure:

- Had problems managing my time
- I was dissatisfied with my grades
- The courses were too difficult
- I didn’t have good study habits
- I just couldn’t get motivated

Students also were grouped based on whether they were traditional age students (under 20 years old) or students who had waited for some time before enrolling in college (20 years or older).

The younger students were more likely to list the following as reasons for their departure:

- Boise State University was too big for me
- The quality of teaching was inferior
- My classes were too large
- I just couldn’t get motivated
- I just wanted a break from my studies
- I or my family experienced emotional problems

Finally, male and female responses were compared for differences. Female students were more likely to indicate the following were reasons for not returning:

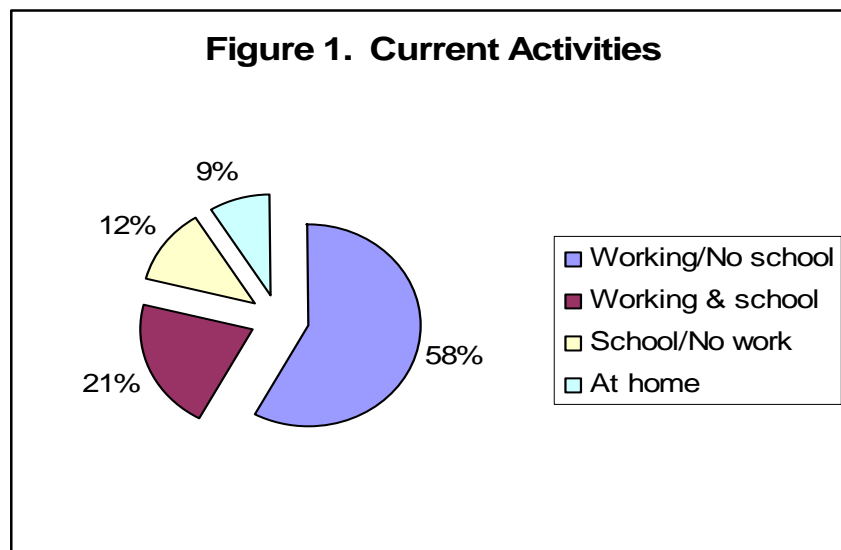
- My family responsibilities interfered with my schooling
- Boise State was too big for me
- I couldn’t find the emotional and social support I needed to continue
- I felt alone and isolated
- I or my family experienced emotional problems

Compared to females, male students were more likely to select only one reason: I just couldn’t get motivated.

Current and Future Educational Plans

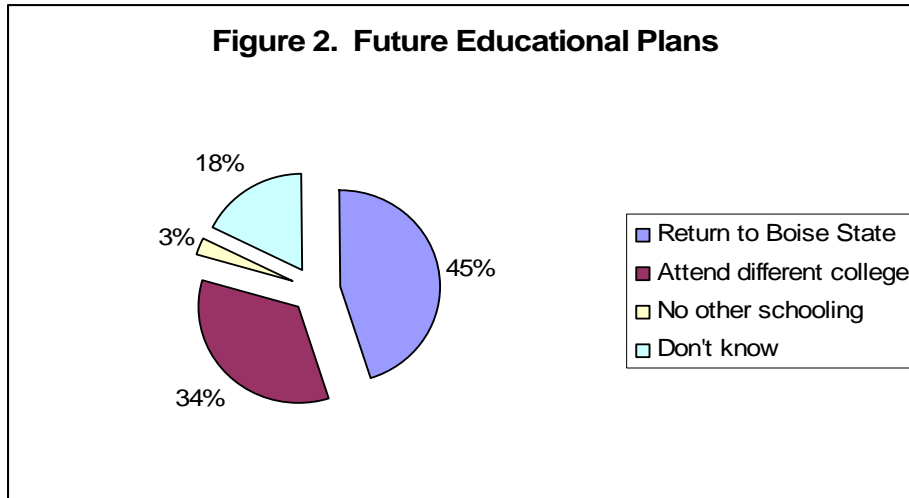
Students were also asked about their educational plans. First, students were asked what they were doing now. Then they were also asked about their future educational plans. If respondents indicated that they planned to return to Boise State University, they were asked when they thought they would return.

As shown by Figure 1 below, a majority of students were currently working and not attending school. However, about one-third (12% + 21%) were attending other institutions. As shown by Appendix B, a total of 36 institutions were mentioned. The top two institutions were Brigham Young University (BYU) with seven students and the University of Idaho with six students.



The former students were also asked about their future educational plans. As shown by Figure 2 below, only 3% ruled out more schooling. Close to half definitely had plans to return to Boise State in the future. Slightly more than a third planned to continue their education, but at a different university or college. Idaho State was the most frequent choice for those electing to go elsewhere (N=7), followed by Brigham Young University and University of Idaho with five students each. (For further details on institutional choice, see Appendix C.)

If students indicated that they planned to return to Boise, they were asked when they thought they might return. Most (46%) thought they would return next semester, while another 38% thought they would return next year. An additional 10% planned to return in two years or more, while 6% didn't know when they would return.



Suggestions for Improvement

Former students were asked two additional open-ended questions. One was “Is there anything that Boise State might have done or provided that would have helped you to persist?” The other was “Do you have any (other) suggestions that would help improve Boise State University?” About 30% of the respondents had suggestions for improvements. Verbatim responses to the first question can be found in Appendix D, while Appendix E contains responses to the second question.

When asked about things that Boise State might have done that would have helped students to persist, the most frequent response related to financial aid and scholarships. As one student responded, *“Maybe just an easier way to get financial aid. It was really hard and I still didn’t get it. More personal financial aid help.”*

The second most frequently mentioned area related to classes and course offerings. Most comments that fell under this category concerned the availability of classes and difficulty in taking math on-line. One student said,

The math class on-line was ridiculous. It didn’t challenge me to actually learn. I could just click the answer on the on-line homework till I got the answer right and was not prepared for my finals. For the lower math class, they need to be taught one on one or else we won’t learn.

Counseling/advising was the third area mentioned by former students. As one student noted, *“I needed that one contact to encourage me—from maybe a counselor.”* A similar response was received from a student who noted *“I felt really lost all the time and I didn’t know who my advisor was and I just felt very alone.”* Another noted, *“I think the academic advising could be better. I couldn’t even get hold of my academic advisor the whole year. And the number they gave me for the advisor was the number of a guy that was fired a year ago.”*

The remaining responses to this question covered a wide variety of issues. Many were administrative in nature. The remainder covered faculty, personal issues, and campus life. Again, all responses with their respective codings can be found in Appendix D.

When asked if they had any other suggestions that would help improve Boise State, parking and transportation issues rose to the top (see Appendix E). Though most students simply made general comments such as “fix parking,” some were more specific. Among the suggestions were a commuter bus from Caldwell, having more student permits, providing larger spaces, scheduling more shuttle buses, and changing the parking garage to general.

Classes were targeted as a second need for improvement. Among the suggestions were smaller classes, more classes, and changing the math classes to provide more one-on-one help. Advising was also mentioned. One student noted that he/she needed “help with scheduling. It’s too complicating because they leave it all up to you.” The remaining suggestions were grouped under athletics, financial, and extra-curricular. Suggestions made by only one person that did not fit elsewhere were labeled “other.”

SUMMARY AND CONCLUSIONS

In this study, freshmen who enrolled in fall of 2003 and who did not return in fall of 2004 were contacted about their reasons for not returning and their future plans. Most of the major reasons students identified will be difficult for Boise State to take action on. The top reasons included lack of money, job and/or family responsibilities, difficulty with commuting and parking, and health problems.

When the former students were grouped by GPA, age, and sex, however, it became apparent that reasons for not returning shifted somewhat when these demographic factors were considered. Female students, for example, indicated that they needed more emotional and social support, that the university felt too big for them, and that family responsibilities took precedence. Male students, on the other hand, were more likely to say that they just couldn’t get motivated. Compared to older students, students under the age of 20 were more likely to say that the university and its classes were too large, that teaching was inferior, and that they just couldn’t get motivated and wanted a break from their studies.

Students with GPAs below 2.0 indicated that they wanted more work experience or that job/family responsibilities interfered with their schooling. They also were more likely to say that college wasn’t what they expected and/or that they or their family experienced emotional problems. Students with GPAs below 3.0 (including those below 2.0) were more likely to cite problems with time management and study habits as reasons for not returning. They also indicated that they just couldn’t get motivated, that the courses were too difficult, and that they were dissatisfied with their grades.

It appears, therefore, that retention strategies may be more effective if targeted at specific groups. For example, offering support groups for women might reduce their sense of social isolation. Targeting students with first semester GPAs below 3.0 to offer study skills seminars would be another possibility. Advising students who went directly to college from high school into

smaller classes with topics and/or approaches that differ significantly from their high school experience might be another strategy.

Students also had a number of suggestions for reducing attrition and improving the university in general. A number of students had difficulty finding their way through the many financial aid regulations and would have liked more advice in this area. They also wanted smaller classes and a greater selection of classes. Some took a math course on-line and wanted a different way to learn this material. Others wanted more contact from their advisors. Finally, students wanted parking to be “fixed.”

It is clear that many of the students who are currently classified as “leavers” will return to Boise State in the future. Though a majority reported that they were working and not presently attending school, very few (3%) ruled out the possibility of further schooling. Of those who indicated that they definitely planned to return to school, Boise State was the clear choice over other institutions (45% vs. 34%). This is further evidence that many of our “leavers” are stop-outs rather than drop-outs, and we should be ready to receive them again. Additional research also indicates that many students who left will eventually return. A Boise State study that tracked enrollment behavior of new freshmen over a ten-year period found that 68% of students classified as “leavers” after one year did return for a later term (see [RR 99-04](#)). National data also support this conclusion. In a National Center for Education Statistics (NCES) report entitled “Stopouts or Stayouts? Undergraduates Who Leave College in Their First Year” the authors found that 64% re-enrolled, though over half re-enrolled at a different institution.

Table 1. Reasons for Deciding Not to Return to Boise State

	No role (0)		Minor role (1)		Played a role, but not major determining factor (2)		The major factor for not returning (3)	
	Count	% of Total	Count	% of Total	Count	% of Total	Count	% of Total
Q3 I had problems managing my time	111	61.7%	33	18.3%	24	13.3%	12	6.7%
Q4 I had problems scheduling classes	121	67.2%	26	14.4%	20	11.1%	13	7.2%
Q5 I wanted to get more work experience	131	72.8%	24	13.3%	15	8.3%	10	5.6%
Q6 My job responsibilities interfered with my schooling	105	58.3%	24	13.3%	23	12.8%	28	15.6%
Q7 My family responsibilities interfered with my schooling	120	66.7%	17	9.4%	19	10.6%	24	13.3%
Q8 College just wasn't what I expected it to be	137	76.1%	23	12.8%	13	7.2%	7	3.9%
Q9 Boise State was too big for me	155	86.1%	18	10.0%	3	1.7%	4	2.2%
Q10 I didn't like dorm life	166	92.2%	8	4.4%	2	1.1%	4	2.2%
Q11 I had problems with my roommate	165	91.7%	10	5.6%	3	1.7%	2	1.1%
Q12 I only wanted to take a few courses so didn't plan to return	164	91.1%	9	5.0%	3	1.7%	4	2.2%
Q13 The quality of teaching was inferior	137	76.1%	23	12.8%	13	7.2%	7	3.9%
Q14 My classes were too large	132	73.3%	24	13.3%	14	7.8%	10	5.6%
Q15 I was dissatisfied with my grades	105	58.3%	38	21.1%	21	11.7%	16	8.9%
Q16 The courses were too difficult	150	83.3%	18	10.0%	10	5.6%	2	1.1%
Q17 The courses were not challenging enough	147	81.7%	20	11.1%	8	4.4%	5	2.8%
Q18 There are too many required courses	136	75.6%	19	10.6%	18	10.0%	7	3.9%
Q19 I didn't have good study habits	110	61.1%	29	16.1%	30	16.7%	11	6.1%
Q20 I just couldn't get motivated	120	66.7%	26	14.4%	21	11.7%	13	7.2%
Q21 Faculty didn't care about me	138	76.7%	19	10.6%	15	8.3%	8	4.4%

	No role (0)		Minor role (1)		Played a role, but not major determining factor (2)		The major factor for not returning (3)	
	Count	% of Total	Count	% of Total	Count	% of Total	Count	% of Total
Q22 I couldn't find the academic support I needed to continue	124	68.9%	25	13.9%	21	11.7%	10	5.6%
Q23 I couldn't find the emotional and social support I needed to continue	140	77.8%	23	12.8%	12	6.7%	5	2.8%
Q24 I didn't have the money to return	98	54.4%	21	11.7%	23	12.8%	38	21.1%
Q25 The commuting and parking were too difficult	97	53.9%	37	20.6%	23	12.8%	23	12.8%
Q26 I felt alone and isolated	143	79.4%	19	10.6%	10	5.6%	8	4.4%
Q27 I just wanted a break from my studies	115	63.9%	26	14.4%	23	12.8%	16	8.9%
Q28 I couldn't get childcare so I could attend classes	174	96.7%	3	1.7%	3	1.7%	0	.0%
Q29 I, or my family, experienced health problems	138	76.7%	7	3.9%	12	6.7%	23	12.8%
Q30 I, or my family, experienced emotional problems	135	75.0%	10	5.6%	16	8.9%	19	10.6%
Q31 Academic advising was poor	127	70.6%	24	13.3%	18	10.0%	11	6.1%

Table 2. Mean Comparisons Based on First Semester GPA

	First Semester Grade Point Average					
	Under 2.0		2.00-2.99		3.00 up	
	Standard Deviation	Mean	Standard Deviation	Mean	Standard Deviation	Mean
Q3 I had problems managing my time ¹	1.05	.93	.94	.67	.46	.15
Q4 I had problems scheduling classes	.97	.60	1.05	.76	.76	.38
Q5 I wanted to get more work experience ²	.98	.67	.71	.31	.74	.27
Q6 My job responsibilities interfered with my schooling ³	1.25	1.18	1.09	.76	.82	.40
Q7 My family responsibilities interfered with my schooling ⁴	1.20	.90	.94	.43	1.06	.65
Q8 College just wasn't what I expected it to be ⁵	.87	.54	.71	.31	.65	.21
Q9 Boise State was too big for me	.62	.24	.66	.24	.35	.08
Q10 I didn't like dorm life	.30	.07	.74	.22	.55	.15
Q11 I had problems with my roommate	.59	.19	.34	.08	.20	.04
Q12 I only wanted to take a few courses so didn't plan to return	.50	.14	.78	.27	.20	.04
Q13 The quality of teaching was inferior	.66	.33	.92	.51	.84	.37
Q14 My classes were too large	.93	.54	.89	.49	.68	.27
Q15 I was dissatisfied with my grades ⁶	1.10	1.01	.97	.73	.43	.17
Q16 The courses were too difficult ⁷	.67	.34	.71	.31	.14	.02

¹ Students with GPAs below 3.0 were significantly more likely to select this reason compared to students with GPAs of 3.0 or above

² Students with GPAs below 2.0 were significantly more likely to select this reason compared to the other two groups

³ Students with GPAs below 2.0 were significantly more likely to select this reason compared to the other two groups

⁴ Students with GPAs below 2.0 were significantly more likely to select this reason compared to students in the 2.0-2.99 range

⁵ Students with GPAs below 2.0 were significantly more likely to select this reason compared to students with GPAs of 3.0 or better

⁶ Students with GPAs below 3.0 were significantly more likely to select this reason compared to students with GPAs above 3.0

⁷ Students with GPAs below 3.0 were significantly more likely to select this reason compared to students with GPAs above 3.0

	First Semester Grade Point Average					
	Under 2.0		2.00-2.99		3.00 up	
	Standard Deviation	Mean	Standard Deviation	Mean	Standard Deviation	Mean
Q17 The courses were not challenging enough	.54	.20	.84	.39	.72	.31
Q18 There are too many required courses	.82	.45	.92	.53	.74	.27
Q19 I didn't have good study habits ⁸	1.08	.95	.93	.80	.28	.08
Q20 I just couldn't get motivated ⁹	1.01	.75	1.04	.71	.62	.21
Q21 Faculty didn't care about me	.89	.43	.69	.35	.85	.42
Q22 I couldn't find the academic support I needed to continue	.93	.58	.89	.53	.90	.48
Q23 I couldn't find the emotional and social support I needed to continue	.69	.34	.89	.45	.60	.25
Q24 I didn't have the money to return	1.24	1.07	1.31	1.16	1.12	.73
Q25 The commuting and parking were too difficult	1.18	.90	1.08	1.04	.82	.54
Q26 I felt alone and isolated	.79	.35	.76	.37	.81	.33
Q27 I just wanted a break from my studies	1.00	.69	1.08	.86	.92	.44
Q28 I couldn't get childcare so I could attend classes	.34	.07	.29	.04	.14	.02
Q29 I, or my family, experienced health problems	1.16	.61	1.02	.49	.99	.52
Q30 I, or my family, experienced emotional problems ¹⁰	1.19	.76	.89	.47	.79	.27
Q31 Academic advising was poor	.93	.58	.91	.45	.87	.48

⁸ Students with GPAs below 3.0 were significantly more likely to select this as a reason compared to students with GPAs of 3.0 or above

⁹ Students with GPAs below 3.0 were significantly more likely to select this as a reason compared to students with GPAs of 3.0 or above

¹⁰ Students with GPAs below 2.0 were significantly more likely to select this as a reason compared to students with GPAs of 3.0 or above

Table 3. Mean Comparisons Based on Age

	Age Group	N	Mean	Std. Deviation	Std. Error Mean
Q3 I had problems managing my time	Under 20	71	.72	.959	.114
	20 and up	107	.61	.949	.092
Q4 I had problems scheduling classes	Under 20	71	.70	1.047	.124
	20 and up	107	.51	.883	.085
Q5 I wanted to get more work experience	Under 20	71	.61	1.049	.124
	20 and up	107	.38	.722	.070
Q6 My job responsibilities interfered with my schooling	Under 20	71	.76	1.127	.134
	20 and up	107	.93	1.171	.113
Q7 My family responsibilities interfered with my schooling	Under 20	71	.76	1.101	.131
	20 and up	107	.65	1.100	.106
Q8 College just wasn't what I expected it to be	Under 20	71	.49	.860	.102
	20 and up	107	.32	.735	.071
Q9 Boise State was too big for me*	Under 20	71	.32	.789	.094
	20 and up	107	.12	.356	.034
Q10 I didn't like dorm life	Under 20	71	.18	.661	.078
	20 and up	107	.10	.411	.040
Q11 I had problems with my roommate	Under 20	71	.14	.487	.058
	20 and up	107	.11	.441	.043
Q12 I only wanted to take a few courses so didn't plan to return	Under 20	71	.18	.568	.067
	20 and up	107	.13	.533	.052
Q13 The quality of teaching was inferior*	Under 20	71	.55	.875	.104
	20 and up	107	.29	.714	.069
Q14 My classes were too large*	Under 20	71	.70	1.074	.127
	20 and up	107	.28	.626	.061
Q15 I was dissatisfied with my grades	Under 20	71	.87	1.013	.120
	20 and up	107	.62	.968	.094
Q16 The courses were too difficult	Under 20	71	.28	.590	.070
	20 and up	107	.22	.619	.060
Q17 The courses were not challenging enough	Under 20	71	.23	.566	.067
	20 and up	107	.33	.750	.072
Q18 There are too many required courses	Under 20	71	.54	.923	.110
	20 and up	107	.36	.756	.073
Q19 I didn't have good study habits	Under 20	71	.85	.966	.115
	20 and up	107	.58	.952	.092
Q20 I just couldn't get motivated*	Under 20	71	.80	1.050	.125
	20 and up	107	.46	.872	.084

Q21 Faculty didn't care about me	Under 20	71	.51	.843	.100
	20 and up	107	.35	.814	.079
Q22 I couldn't find the academic support I needed to continue	Under 20	71	.63	.960	.114
	20 and up	107	.49	.873	.084
Q23 I couldn't find the emotional and social support I needed to continue	Under 20	71	.38	.724	.086
	20 and up	107	.31	.719	.070
Q24 I didn't have the money to return	Under 20	71	1.13	1.275	.151
	20 and up	107	.91	1.209	.117
Q25 The commuting and parking were too difficult	Under 20	71	.99	1.102	.131
	20 and up	107	.74	1.058	.102
Q26 I felt alone and isolated	Under 20	71	.34	.774	.092
	20 and up	107	.34	.752	.073
Q27 I just wanted a break from my studies*	Under 20	71	.86	1.086	.129
	20 and up	107	.52	.915	.088
Q28 I couldn't get childcare so I could attend classes	Under 20	71	.04	.264	.031
	20 and up	107	.06	.302	.029
Q29 I, or my family, experienced health problems	Under 20	71	.65	1.122	.133
	20 and up	107	.49	1.040	.101
Q30 I or my family experienced emotional problems*	Under 20	71	.76	1.152	.137
	20 and up	107	.39	.898	.087
Q31 Academic advising was poor	Under 20	71	.63	.945	.112
	20 and up	107	.44	.881	.085

Note: Means which are significantly different are in bold and indicated by an asterisk.

Table 4. Mean Comparisons Based on Sex

	SEX	N	Mean	Std. Deviation	Std. Error Mean
Q3 I had problems managing my time	Female	95	.61	.914	.094
	Male	83	.70	.997	.109
Q4 I had problems scheduling classes	Female	95	.56	.975	.100
	Male	83	.63	.933	.102
Q5 I wanted to get more work experience	Female	95	.36	.757	.078
	Male	83	.60	.975	.107
Q6 My job responsibilities interfered with my schooling	Female	95	.77	1.115	.114
	Male	83	.96	1.194	.131
Q7 My family responsibilities interfered with my schooling*	Female	95	.85	1.176	.121
	Male	83	.52	.980	.108
Q8 College just wasn't what I expected it to be	Female	95	.34	.724	.074
	Male	83	.45	.859	.094
Q9 Boise State was too big for me*	Female	95	.28	.679	.070
	Male	83	.11	.414	.045
Q10 I didn't like dorm life	Female	95	.15	.601	.062
	Male	83	.12	.425	.047
Q11 I had problems with my roommate	Female	95	.15	.525	.054
	Male	83	.10	.370	.041
Q12 I only wanted to take a few courses so didn't plan to return	Female	95	.11	.494	.051
	Male	83	.20	.600	.066
Q13 The quality of teaching was inferior	Female	95	.44	.847	.087
	Male	83	.34	.720	.079
Q14 My classes were too large	Female	95	.55	.943	.097
	Male	83	.34	.737	.081
Q15 I was dissatisfied with my grades	Female	95	.72	.975	.100
	Male	83	.72	1.016	.112
Q16 The courses were too difficult	Female	95	.25	.652	.067
	Male	83	.24	.554	.061
Q17 The courses were not challenging enough	Female	95	.27	.659	.068
	Male	83	.30	.711	.078
Q18 There are too many required courses	Female	95	.42	.807	.083
	Male	83	.43	.858	.094
Q19 I didn't have good study habits	Female	95	.60	.868	.089
	Male	83	.78	1.060	.116
Q20 I just couldn't get motivated*	Female	95	.40	.749	.077
	Male	83	.82	1.117	.123

Q21 Faculty didn't care about me	Female	95	.45	.884	.091
	Male	83	.36	.758	.083
Q22 I couldn't find the academic support I needed to continue	Female	95	.58	.906	.093
	Male	83	.51	.916	.101
Q23 I couldn't find the emotional and social support I needed to continue*	Female	95	.45	.796	.082
	Male	83	.20	.600	.066
Q24 I didn't have the money to return	Female	95	.98	1.246	.128
	Male	83	1.01	1.235	.136
Q25 The commuting and parking were too difficult	Female	95	.93	1.104	.113
	Male	83	.73	1.049	.115
Q26 I felt alone and isolated*	Female	95	.44	.884	.091
	Male	83	.22	.564	.062
Q27 I just wanted a break from my studies	Female	95	.72	.986	.101
	Male	83	.59	1.013	.111
Q28 I couldn't get childcare so I could attend classes	Female	95	.07	.334	.034
	Male	83	.02	.220	.024
Q29 I, or my family, experienced health problems	Female	95	.68	1.142	.117
	Male	83	.40	.975	.107
Q30 I, or my family, experienced emotional problems*	Female	95	.74	1.150	.118
	Male	83	.31	.795	.087
Q31 Academic advising was poor	Female	95	.56	.919	.094
	Male	83	.47	.902	.099

Note: Means which are significantly different are in bold and indicated by an asterisk.

Appendix A

<i>How many selected</i>	<i>Q33 - working and attending another school (what school?)</i>
1	Academy of professional careers
1	American Institute of Health Technologies
1	Attending a Disney corporate school for management
1	Bob Jones University
1	BSU independent study.
7	BYU
2	CSI and BSU at micron
4	CSI College of Southern Idaho
1	Eastern Washington University.
1	Eland College office occupation
1	Going to Community Clark College - helping me get out of jail
1	Great Basin College.
1	Home schooling
5	Idaho State University
1	ITT tech
2	LCSC
2	North Idaho College
1	North West Nazarene
1	Philadelphia Art Institute.
1	Razzle Dazzle
1	Rocky Mountain College in Billings Montana
2	Southern Oregon University
1	Spokane Falls Community College
1	Taking classes at Micron
1	Tallahassee Community College.
2	Treasure Valley Community College
1	U of Hawaii
1	UCLA
1	University of Alaska Southeast
1	University of Arizona
1	University of Eastern Oregon...LA Grande Oregon
6	University of Idaho
1	University of Oregon
1	University of Phoenix
1	Utah State
1	Weber State, Utah
1	West coast crane operator training

Appendix B

<i>Code</i>	<i>Q-32 Are there any other reasons you had for not returning?</i>
001	My major is vet medicine
001	BSU did not offer course, I am interested in bridal consulting
001	I changed majors
001	They didn't have my major offered there.
001	I wasn't accepted to the school of nursing.
001	It was a mistake when I scheduled my classes. The outreach program in Nampa is very good and if I had known about the outreach program in Nampa where I was, it would have made it less difficult to get back and forth. I needed more students kids with my background to adjust better.
001	It was because I have an independent study through BSU right now. I couldn't find any classes that would fit my schedule at all and the classes were already full. I would have to take classes I didn't need for my requirements. It seemed like a waste of money so I did an independent study.
001	Switched from academics to technologies, office occupations.
001	I work at micron and I am taking classes at micron - it BSU and CSD classes through micron
001	They don't have a pilot, or aviation science class, and I am interested in becoming a pilot. It seems for a city of its size and its economical place in the world that this would be a class they would want to teach.
001	The science program wasn't what I expected it to be.
001	I didn't get into the radiology program so I went to LCSC to try to get into theirs
001	I didn't get the classes I need because I registered too late.
002	Got caught in a traffic back-up in a rollover accident and the teacher would not let me make up the final so I failed my math course. I didn't think that it was fair so I am transferring to TVCC
002	I did have an issue with one of the teachers.
002	I got messed up in my second semester. I took a computer class and they had assigned discs to people and when I showed up the first day they told me they had assigned my disc to someone else and would not refund the cost of the disc.
002	I run track and I had a lot of problems with _____ and in order to keep running I had to go to a different school. Basically I had a lot of health problems and was accused of lying and wasn't concerned at all.
002	I didn't think I got my money's worth - some of the faculty didn't come to class - and did not explain the assignments - communications 101.
002	I felt when I went to class that faculty just didn't care. If you were having trouble the teachers don't care. The teachers don't go out of their way to help students like they do in other colleges.
003	Military enlistment interfered – I am returning in spring

<i>Code</i>	<i>Q-32 Are there any other reasons you had for not returning?</i>
003	I activated with the military
003	Joined the military and I couldn't afford school.
003	I didn't think I had the discipline to get good grades so I went into the military.
003	I am on a mission
003	I went to bible school for 3 months and was planning on going on a mission trip in November. I am leaving in Feb, 2005 for India and Ukraine
004	Took college internship at Walt Disney world - continued with Disney getting a full scholarship at central Florida University and getting paid \$600/week at Disneyworld - begin classes in January
004	Just decided that I wanted to move back home and get the same courses there.
004	Going to community college this year to save money.
004	Went to BYU - coming back to BSU Jan 2005
004	I wanted to go to an art school so I transferred to the Art Institute.
004	Transferred
004	Transferred to TVCC
004	Transferred to U of I
004	Transferred to Spokane Falls Community College
004	Transferred to another university for volleyball
004	Transferred to a different university
004	I decided to transfer to a Christian school. I really didn't have problems with BSU...if it wasn't for the option of a Christian school I would be very happy going to BSU
004	I just decided to go to a different school so I transferred...I was living at home and decided I didn't want to live at home anymore and wanted to get away.
004	My parents made me transfer.
004	As a pre-med major I wanted to go to a bigger school. I am going to the University of Arizona in Tucson
004	I tried the University of Phoenix online and didn't like it as much as BSU
004	Mainly I wanted to go to the University of Idaho.
004	I planned on attending BYU all along, I just got a jump start at BSU.
004	I'm going to beauty school I decided just to go a different way with my life.
004	I felt like it was too expensive for the quality, it was not worth the money...I hated how they treated the athletic students better than the rest of the students. They chose to let the people that were going to the game park there instead of residents at Chaffee Hall.
006	I wanted to spend time with my niece and nephew in California
006	Homesick. I'm from a different state and I wanted to go home.
006	Just having problems with death in the family.

<i>Code</i>	<i>Q-32 Are there any other reasons you had for not returning?</i>
006	My dad and mom wanted me to stay in Hanson to attend CSI
006	Just needed a break to work with family and take time finding out what I wanted to do
006	Mainly two reasons because my parents were divorced and I couldn't concentrate
006	Just wanted to be closer to home
006	I wanted to be closer to my family so I enrolled in a closer school.
006	There were to many problems going on at home to concentrate on school.
007	I wanted to move to a smaller town. Boise was just too big for my liking.
007	I moved just for this year
007	I moved to Tennessee - I am returning to BSU in January
007	I moved out of state and didn't come back because I got poor grades and was expelled from BSU.
007	Moved to New York
007	Just wanted to get out of Idaho. I didn't like the dorms I didn't feel there was any academic support. I liked the size but the overall quality of education was poor.
007	I had an internship in Florida.
007	I had the chance to spend two months in Europe so I took the chance and was out of the country for the semester.
007	I didn't really like the feel of Boise State, it felt like more of a commuter school not like the typical university setting.
007	Wanted more of a college atmosphere.
008	Mostly financial
008	Just financial. I want to return but I owe money to Boise State and can't return till I pay it.
008	Couldn't make rent anymore so had to go back home.
008	Time and lots of bills to pay off first
008	To save money
008	Just couldn't afford it.
008	Mostly money
008	I had financial troubles because I was living on my own and working full time and going to school was taxing on my life, I never slept.
008	I just got in too much debt and had to work...didn't have time for school anymore.
008	I just started a full time job...I want to be able to pay it off when I come back.
008	The only reason I didn't return is because I'm paying off last semester.
009	I just finished my schooling as a pharmacist technician.
010	Mostly that I got interested in the medical field and was just done with college. I felt I was wasting my time.

<i>Code</i>	<i>Q-32 Are there any other reasons you had for not returning?</i>
010	Just wanted to take a year off, because I didn't know what I wanted to study.
010	I had a baby...maternity leave
010	I had a baby.
010	I had a kid and started missing class and got behind. My baby was in the hospital.
010	I just didn't know anybody at Boise State. I had no friends. So I moved to a town where I knew people.
010	I just got married so I just wanted to take the semester off to get married and start our lives.
010	Basically it was just a personal thing for me, I felt I had to go to BYU. I felt Boise State was a good school.
010	Just a personal choice
010	I just wanted to take a little time off.
010	I had a baby.
010	Because I need more time to figure out what I'm really going for to build up motivation.
010	I had moved to Boise from California. It was a huge emotional struggle not knowing anyone. So I decided to go home and realized that though I could go to school I really didn't desire a degree.
010	The reason why I didn't return was I became pregnant.
011	Just working full time to move out of state
011	Went back to the line of work I was in - Tele-communications
011	I got a new job and could not continue in the fall
011	I was working a lot.
013	I was involved in car accident and couldn't attend. I wasn't able to make it for finals because it was too hard for me to get into class and to sit since my back was hurt very badly
013	All health reasons
013	I got a blood clot in my leg and was on medical withdrawal I will be coming back though.
013	I had gotten in a car accident so halfway through my second semester I dropped out. Mostly financial reasons I still owe BSU money.
014	The main reason was, I didn't have the money because my dad wouldn't pay for another semester. I wasn't going to my classes because I was having some problems with drugs at the time.
014	It was actually because I stopped going to my classes and they wouldn't give me financial aid to return because I failed all my classes last semester.
014	The first semester of last year I had a biology class that I just barely failed so the second semester of last year the teacher told us we needed a 20 page portfolio, she said if you had at least 19 pages you would pass, but she didn't give me a passing grade, so I couldn't get financial aid for not passing."

<i>Code</i>	<i>Q-32 Are there any other reasons you had for not returning?</i>
014	I was just working 50 hours a week and taking 16 credits and flunked out...it wasn't because I was partying I was working two different jobs!
015	The registrar wouldn't accept credits from another college.
015	The administrative people just didn't seem like they cared...I even paid for about \$500 of fees that I couldn't get refunded. One of them was for a class I couldn't even get into. I was really mad. I had to pay for health insurance which I didn't need. Boring campus

- 001 - Offerings/Major
- 002 - Faculty
- 003 - Military/Mission
- 004 - Transfer
- 006 - Family
- 007 - Location
- 008 - Financial
- 010 - Personal - time, off, break, etc.
- 011 - employment
- 013 - Health
- 014 - Failing
- 015 - Administration

Appendix C

<i>How many attending</i>	<i>Q34 - educational plans - I plan to attend a different university or college (where)</i>
1	AIHT Dental Assistance.
1	Art institute
1	Baker City Oregon community College of Eastern Oregon out of state tuition was expensive
1	Berkeley college of music.
1	Bob Jones university
5	BYU
1	Central Florida University in January
2	CSI
1	College of Technology at ISU
1	Community College to start with smaller
1	Continue at Arizona in medicine
1	Continue to get my degree through micron at least a 2 year degree and decide from there
2	Eastern Oregon university.
1	Eastern Washington university.
1	Going to ISU after CSI
1	Great Basin College
1	Home schooling through Ashford College
1	I am going to continue at LCSC since I have roots here and they helped me.
7	Idaho State University
1	ITT tech
3	LCSC Lewiston
2	NNU Nampa.
2	Paul Mitchell school.....cosmetology
1	Probably just somewhere in Salt Lake City.
1	Rocky Mountain College in Billings Montana.
1	SFCC
1	Stay at Razzle Dazzle for 3 months till program is over.
1	Stay at Southern Oregon university
1	The design Institute of San Diego
3	Treasure Valley Community College
1	U of Hawaii
1	University of advancing technologies possibly thinking about it.
5	University of Idaho

<i>How many attending</i>	<i>Q34 - educational plans - I plan to attend a different university or college (where)</i>
1	University of Nevada
1	University of Oregon.
3	Utah State University
1	Weber State
1	Will be finished with APC medical assistance program in April. Then will be done.

Appendix D

<i>Code</i>	<i>Q36 Is there anything that Boise State might have done or provided that would have helped you to persist?</i>
101	Scholarship
101	More money on scholarship
101	Maybe just an easier way to get financial aid. It was really hard and I still didn't get it. More personal financial aid help.
101	I just had problems with financial aid and grades.
101	Maybe more help with finding financial aid
101	More student aid
101	Let me get more financial aid.
101	Make it easier to get loans
101	The financial aid was an issue somewhat
101	Help with financial aid
101	Financial aid
101	If they explained and helped out more with financial aid and made it easier than going through FASFA. It would have made it easier and I may have been able to stay.
101	Make scholarships more accessible
101	More financial aid.
101	It was hard to get hold of the financial assistance and seeing a counselor is impossible
101	If Boise State had the ability to sponsor a rodeo scholarship than I probably would have stuck with it.
101	The WUE program. They only provide for a certain amount of people. If they provided for more people I probably would have stayed.
102	I needed that one contact - to encourage me - from maybe a counselor
102	More academic advising
102	The lack of academic counseling. The academic counselor at the canyon county campus was rude, she just wasn't able to provide adequate support.
102	Better academic advising
102	I think the academic advising could be better. I couldn't even get hold of my academic advisor the whole year. And the number they gave me for the advisor was the number of a guy that was fired a year ago.
102	A little bit more support as far as getting an advisor. I got really confused with it.
102	I didn't go to orientation so I didn't know were to go for advising.
102	More direction, I felt like I was kind of doing it myself when it came to financial help. Maybe push us more to get with an advisor.

<i>Code</i>	<i>Q36 Is there anything that Boise State might have done or provided that would have helped you to persist?</i>
102	When I wanted to get hold of counselors to see if my grades were a problem no one was there and no one would return my phone calls.
102	I felt really lost all the time and I didn't know who my advisor was and I just felt very alone.
102	I think that they really need to make sure the freshman feel guided. I really didn't have any academic advising.
103	BSU is using computer instead of cadavers and making other cuts in the program-- I also did not have sufficient choice of classes in that field at BSU
103	Availability of classes and scheduling
103	Getting the classes I needed
103	The math class just seemed unorganized. It's hard to explain I hate the online math class
103	Expand there nursing program and make it a little easier to get into.
103	They should have changed there tactics on how there excepting students to the nursing programs. Seems strange they won't accept a 4.0 student. I made the deans list with honors twice!
103	Getting into classes is the biggest problem I have
103	They didn't have the programs I wanted
103	An aviation science class.
103	A better science program...more micro biology course work.
103	The math program is so difficult ..its an online course.
103	Just a little bit of a higher academic standard.
103	The math class online was ridiculous it didn't challenge me to actually learn I could just click the answer on the online homework till I got the answer right and was not prepared for my finals. For the lower math class they need to be taught one on one or else we won't learn.
103	Not be overpopulated. There's no room for many people to even be able to take classes.
106	A lot more one on one time. People beat around the bush and go in circles. Nothing was straight forward.
106	They don't really act like they care...I had to pay for healthcare when I should not have had to. Before school started the lady told me to fill out this paper and to bring it in and when I filled it in a different person told me it was late even though that was opposite the other women had told me and they just didn't care
106	Get a little more organized with your scheduling
106	Bronco web is complicated - you need high internet access
106	If they would have allowed credits from another college to count

<i>Code</i>	<i>Q36 Is there anything that Boise State might have done or provided that would have helped you to persist?</i>
106	Parking issue - I had a parking permit last year, but this year if I buy a permit for the spring semester I have to purchase a full year permit or pay by the day
107	I felt the teachers were inferior. I was there more than my teacher was.
107	A more strict personal involvement between student and professor. Try to involve the whole city and community in the campus
109	I don't know - I am a firefighter so I have to work until the end of September, and the fall semester is already started, so I will just go to the spring semesters to work it out.
109	Just some form of maternity leave for one semester. It was hard because I had to get re-enrolled because I took off one semester to have a baby. It would have been too hard and it affected my grades to be enrolled and having the baby.
109	Some time off to recuperate from my health problems.
110	The marching band
110	C.A.M.P.
110	My business counselors were really good but campus was just so boring and there was nothing to do but go to school and go to work.

- 101 Scholarship/financial aid
- 102 Counselor/advisor
- 103 Class and course offering
- 106 Administration
- 107 Faculty
- 109 Personal, job, family, etc.
- 110 Campus life

Appendix E

<i>Code</i>	<i>Q37 do you have any (other) suggestions that would help improve bsu?</i>
202	Biology 101 Theatre 101 were too large.
202	Have more classes of the same subject to accommodate the amount of people.
202	Smaller classes.
202	More one on one time with the math
202	Get an aviation science class...
202	Better access for classes would be good
202	In my opinion I really don't think they should make you take classes that don't take any part in my major it just makes us spend more money and time to do something we don't care about.
202	Don't require so many classes and just get rid of online classes especially math ..or just have the support to back them up. Its hard to have a math class without any one on one with teacher.
202	More graduate level programs involving research and development - like the University of Oregon has.
202	Get a pharmacy program
202	The online math class is so hard because they don't teach you anything! Not anything.
202	More in Nampa.
204	Keep winning football
204	Maybe you shouldn't spend all your money on sports and more towards academics.
204	More of a focus on campus life and academics and community rather than football.
205	Parking needs to be fixed....a University commuter bus from Caldwell to BSU and back.
205	Parking is a big issue - you walk 10+ minutes... None of the clocks were the same in the classrooms or in the different buildings
205	Parking
205	Improve the parking situations, right now its ridiculous.
205	Parking is horrible
205	Need to get more parking.
205	Better parking
205	Parking is horrible and locating certain buildings is a problem.
205	Parking - not enough permits, so I would have to park in 1 hour lots and run out at breaks to move the car to prevent tickets... More parking for students!
205	More general parking - parking is horrible it needs to be fixed.

<i>Code</i>	<i>Q37 do you have any (other) suggestions that would help improve bsu?</i>
205	Need to change the parking garage to general
205	Parking needs to be fixed.
205	Fix the parking
205	Parking
205	Parking needs to be fixed, not having to walk three miles to get to school would be nice.
205	Parking needs to be fixed
205	They need to make their parking spaces bigger I can't fit my truck in the spaces.
205	Parking!
205	Parking was a pain in the bum.
205	Fix parking.
205	More shuttle buses - or more classes available at different times. I did not have enough time between classes because of the buildings being located where they are.
207	Help with scheduling. It's too complicated because they leave it all up to you
207	Advisors - comparing schools - I have better help now - and what is needed to get into medical school
207	Have the advisors be more willing to work with the students.
207	You have to meet with your assigned counselor once every semester. And you must meet with them before you are accepted into classes. More personal counseling.
207	They didn't even have an advisor at orientation. Get organized with the academic advisors
207	Work one on one with people - I need a 4 year plan to finish school instead of taking classes without wasting time
210	Lower tuition
210	Easier way to achieve loans or scholarships. Teachers and faculty need to care whether students pass or fail.
210	Price
213	Maybe a little bit more information to the student body as far as what the school is doing along the lines of sports and arts.
213	A radio station that the students run.
213	Promoting more student events showing there is more to do at Boise state besides going to school and going home.
Other	I was dissatisfied with the administration....just unwilling to help.
Other	The books are way too expensive...second semester I just didn't buy my books...and some of the teachers weren't even using the books they required. So it was a waste.
Other	They should give out free food everyday.
Other	Was is a pain there... The whole thing . . . It could be fixed.

<i>Code</i>	<i>Q37 do you have any (other) suggestions that would help improve bsu?</i>
Other	The health services are horrible. If there going to offer healthcare you need to make it accessible.
Other	A better library system. Keep better track of when people check out books.

- 202 Classes
- 204 Athletics
- 205 Parking and transportation
- 207 Advisors
- 208 Library
- 210 Financial
- 213 Extra curricular
- Other